

**Call-Off Schedule 33 (Print Services)**

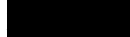
Call-Off Ref:

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## Framework Schedule 6 (Order Form Template and Call-Off Schedules)

### Order Form

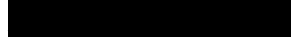
CALL-OFF REFERENCE:



THE BUYER:

Ambulance Radio Programme contracting on  
behalf of the Department of Health and Social Care

BUYER ADDRESS



THE SUPPLIER:

**[Allied Publicity Services]**

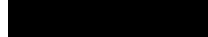
SUPPLIER ADDRESS:

**[Chetham House, Bird Hall Lane, Stockport, SK3 0ZP, England]**

REGISTRATION NUMBER:



DUNS NUMBER:



SID4GOV ID:



This Order Form is for the provision of the Call-Off Deliverables and dated 06 July 2022.

It's issued under the Framework Contract with the reference number **RM6282** for the provision of Storage, Distribution, Kitting and Associated Services

**CALL-OFF LOT(S):**

Lot Number	Lot Description	Call-Off Schedule	Relevant (Yes / No)
1a	International Warehousing Services	24	No
1b	Air Freight and Air Charter Services	25	No
1c	Rail Freight Services	26	No
1d	Road Freight Services	27	No
1e	Sea Freight Services	28	No

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2	Quality Control		No
3a	Storage Services	29	No
3b	Kitting and Fulfilment Services	30	No
3c	Transport and Distribution Services	31	No
4a	Residential Collections and Drop Off Points	32	No
4b	Specialist Collection and Delivery Services	32	No
5	Disposal and Recycling Services		No
6	Print Services	33	Yes
7a	Cardboard Packaging		No
7b	Corrugated Packaging		No
7c	Plastic and Security Packaging		No
7d	Medical Packaging		No

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### **CALL-OFF INCORPORATED TERMS**

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1 (Definitions and Interpretation) **RM6282**
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
  - Joint Schedules for **RM6282**
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 6 (Key Subcontractors)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data)
    - Joint Schedule 13 (Continuous Improvement)
    - Joint Schedule 14 (Benchmarking)
  - Call-Off Schedules for **202213**
    - Call-Off Schedule 33 (Print Services)
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6282

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

### **CALL-OFF SPECIAL TERMS**

None

CALL-OFF START DATE: 12 July 2022

CALL-OFF EXPIRY DATE: 29 July 2022 (or on completion of the deliverables as agreed by the Authority)

### **CALL-OFF DELIVERABLES**

### **MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

### **CALL-OFF CHARGES**

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[REDACTED]

The Charges will not be impacted by any change to the Framework Prices.

**REIMBURSABLE EXPENSES**

None

**PAYMENT METHOD**

[REDACTED]

**BUYER'S INVOICE ADDRESS:**

[REDACTED]

**BUYER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

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**BUYER'S ENVIRONMENTAL POLICY**

Not applicable

**BUYER'S SECURITY POLICY**

Appended at Call-Off Schedule 9 (Security) Part A

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

[REDACTED]

Thornton House

Orion Business Park

Cheadle Heath

Cheshire

SK3 0RT

**SUPPLIER'S CONTRACT MANAGER**

[REDACTED]

**PROGRESS REPORT FREQUENCY**

On the first Working Day of each calendar month

**PROGRESS MEETING FREQUENCY**

Quarterly on the first Working Day of each quarter

**KEY STAFF**

[REDACTED]

**KEY SUBCONTRACTOR(S)**

None identified

**COMMERCIALLY SENSITIVE INFORMATION**

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Not applicable

**SERVICE CREDITS**

Not applicable]

**ADDITIONAL INSURANCES**

Not applicable

**GUARANTEE**

Not applicable

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For and on behalf of the Supplier		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	

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**Call-Off Schedule 33 (Print Services)****1. Definitions**

- 1.1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>“Forecast”</b>	the Buyer’s anticipated requirements in respect of the Print Deliverables it expects to order from the Supplier during a given time period, full details of which are set out in the Order Form or Print Request Form (as applicable);
<b>“Minimum Quantity”</b>	the minimum quantity (if any) of Print Deliverables for which the Buyer agrees to issue a Print Request to the Supplier during the period set out in the Order Form or Forecast (as applicable);
<b>“Obsolete Stock”</b>	has the meaning set out in Paragraph 6.8;
<b>“Obsolete Stock Inventory”</b>	has the meaning set out in Paragraph 6.9;
<b>“Print Deliverables”</b>	the Deliverables to be provided by the Supplier as part of the Print Services;
<b>“Print Request”</b>	the Buyer’s request for Print Deliverables as specified in the Print Request Form;
<b>“Print Request Form”</b>	the order form annexed to this Schedule to be used by the Buyer to request Print Deliverables;
<b>“Print Services”</b>	the provision of Print Deliverables by the Supplier on a consignment basis as outlined in the Specification and as further set out in the Order Form;
<b>“Request Number”</b>	the number allocated by the Supplier to each Print Request;
<b>“Stock”</b>	the stock of materials (which may consist of printed materials, printed letterhead materials or blank materials, or other items as specified by the Buyer, to be used in the provision of the Deliverables and which the Supplier has agreed to store for the Buyer in the quantities set out in

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the Order Form or the relevant Print Request Form and in accordance with the Forecast (if any);

**“Stock Report”** a statement setting out all Stock used by the Buyer during the preceding Month or such other period as the Buyer may specify and which will include the applicable Request Number and the extent of the current inventory of Stock; and

**“Storage Facility”** the facility where the Supplier stores the Stock.

**2. When this Schedule should be used and process to be followed**

- 2.1. This Schedule is designed to provide additional provisions necessary to facilitate the provision of Print Services, that is, the provision of Print Deliverables on a consignment basis as outlined in the Specification. The Parties shall comply with this Schedule if the Buyer has indicated on the Order Form that Print Services form part of the Services to be provided under the Contract.
- 2.2. The outline of the process to be followed is:
  - 2.2.1. the Buyer may provide a Forecast when this Contract is entered into by including the Forecast on the Order Form or at a later date using the appropriate section of the Print Request Form;
  - 2.2.2. the Forecast will assist the Supplier to gauge what Stock it needs to obtain;
  - 2.2.3. the Supplier shall obtain, prepare (if applicable) and store such Stock as required; and
  - 2.2.4. the Buyer can request Print Deliverables from the Supplier which the Supplier shall deliver using the required materials/items from the Stock.
- 2.3. Full details of the Parties' obligations in relation to the provision and delivery of Print Deliverables are set out in the remainder of this Schedule.

**3. Forecast**

- 3.1. The Buyer shall, when preparing each Forecast, take into account all relevant information available at that time with the aim of ensuring that the Forecast is reasonably accurate.
- 3.2. The Buyer may submit a Forecast to the Supplier at any point during the Contract Period by using the relevant section of the Print Request Form or by any other written process agreed between the Parties.
- 3.3. Provision of a Forecast by the Buyer does not constitute a Print Request or an order for Print Deliverables of any kind.

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34. The Supplier shall ensure that it holds sufficient Stock to meet the Buyer's anticipated requirements as set out in the Forecast.

**4. Print Request**

- 4.1. Throughout the Contract Period, the Buyer may request Print Deliverables from the Supplier by issuing a Print Request.
- 4.2. The Buyer shall issue all Print Requests by submitting to the Supplier, a completed Print Request Form, signed by an authorised signatory of the Buyer.
- 4.3. Within one (1) Working Day of receipt of a Print Request Form, the Supplier shall acknowledge such receipt and:
  - 4.3.1. confirm that it is able to fulfil the Print Request in accordance with the instructions on the Print Request Form including any specified delivery dates given and provide a Request Number; or
  - 4.3.2. notify the Buyer if there are any issues which will prevent the Supplier from fulfilling the Print Request together with details of the steps the Supplier will take to address such issues and any likely delays. If the Buyer indicates that it still wishes to proceed, the Supplier will provide a Request Number.
- 4.4. The Supplier shall provide the Print Deliverables to the Buyer or to the addressee(s) specified on the Print Request Form in accordance with all instructions, including timescales, specified in the Print Request Form.
- 4.5. Once a Request Number has been issued by the Supplier, the Parties shall refer to such Request Number in all communications in respect of the relevant Print Request.
- 4.6. If further to the issue of a Request Number, the Buyer needs to make changes to the Print Request, the Buyer may, acting reasonably, ask the Supplier to make such changes and associated price adjustments if necessary. The Supplier shall use all reasonable endeavours to accommodate such request but the Buyer shall be responsible for any Stock which the Supplier can evidence has already used in the fulfilment or partial fulfilment of the Print Request.

**5. Minimum Purchase Obligation**

- 5.1. Where the Buyer has indicated to the Supplier in any Forecast or on the Order Form that the Buyer agrees to purchase a Minimum Quantity, the Buyer must purchase such Minimum Quantity within the timescale given.
- 5.2. If the Buyer fails to purchase any agreed Minimum Quantity within the specified time period:
  - 5.2.1. the Supplier shall ask the Buyer if it requires the Stock to be retained, and:

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- 5.2.1.1. if the Buyer does not so require, the Stock shall be considered Obsolete Stock (as defined in Paragraph 6.8 below) and treated accordingly; and
- 5.2.1.2. if the Buyer wishes the Supplier to retain the Stock for future use, the Parties, acting reasonably, will discuss future arrangements for the Stock and if any further Minimum Quantity requirements are to apply, and
- 5.2.2. if any reduction of the Charges was offered in consideration for the purchase of such Minimum Quantity, the Supplier shall be entitled to invoice the difference in price of what would have been paid by the Buyer for any Print Deliverables already purchased had the full price been payable.

**6. Stock**

- 6.1. The Supplier shall store the Stock in such a manner that the Stock is not vulnerable or potentially vulnerable to damage, theft, deterioration or loss or any other type of incident which could lead to the Stock being unsuitable or unavailable for use in respect of the provision of the Print Deliverables.
- 6.2. The Supplier shall store the Stock separate from any other goods that are kept at the Storage Facility so that it remains readily identifiable as being the Stock.
- 6.3. Notwithstanding the Supplier's obligations under Joint Schedule 3 (Insurance Requirements), the Supplier shall ensure that the Storage Facility is insured in accordance with Good Industry Practice given the type of materials which the Supplier stores in the Storage Facility.
- 6.4. Without prejudice to the Buyer's rights under Clause 6.3 of the Core Terms (Record keeping and reporting), the Supplier shall allow the Buyer or its representatives access to the Storage Facility for the purpose of inspecting the Stock upon the Buyer providing not less than three (3) Working Days' notice. The Supplier acknowledges that in exceptional circumstances, the Buyer may not be able to provide the required notice and the Supplier shall, in such circumstances, use all reasonable endeavours to provide access to the Storage Facility to the Buyer upon such notice as the Buyer is in a position to give. The Supplier shall make available, during all inspections, appropriately knowledgeable members of the Supplier Staff to assist the Buyer and answer any reasonable questions.
- 6.5. If as a result of any inspection by the Buyer or its representatives under Paragraph 6.4 above, the Buyer, acting reasonably, considers the Stock to be defective or not conforming to the description set out in the Order Form or Forecast as applicable, the Buyer may request that the Supplier replaces such Stock.
- 6.6. Where the Supplier receives a request to replace any Stock under Paragraph 6.5 above, the Supplier shall replace the relevant Stock within twenty (20) Working Days unless otherwise agreed in writing with the Buyer.

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- 6.7. The Supplier shall provide a Stock Report to the Buyer in accordance with the frequency set out in the Print Request Form or Forecast or as otherwise notified to the Supplier in writing by the Buyer acting reasonably.
- 6.8. If the Buyer decides that it no longer needs any of the Stock ("**Obsolete Stock**"), it shall notify the Supplier as soon as reasonably practicable. Where the Obsolete Stock is of a type that can be redeployed in respect of other commercial activity, the Supplier shall use reasonable endeavours to redeploy or sell the Obsolete Stock.
- 6.9. Where:
  - 6.9.1. the Supplier can provide reasonable evidence that it has tried to redeploy or sell the Obsolete Stock but has been unable to do so in respect of any or all of the Obsolete Stock; or
  - 6.9.2. the Obsolete Stock cannot be sold or redeployed due to its nature such as it being of a type only used by the Buyer or being printed matter,

the Supplier shall provide an inventory of all such Obsolete Stock together with details of the costs incurred by the Supplier in obtaining or printing the Obsolete Stock ("**Obsolete Stock Inventory**"). The Buyer shall notify the Supplier of its approval of the Obsolete Stock Inventory within thirty (30) days of receipt and the Supplier shall be entitled to raise an invoice for any sums specified in the Obsolete Stock Inventory payable in accordance with Clause 4 of the Core Terms.
- 6.10. If the Buyer does not agree with the Obsolete Stock Inventory, the Parties shall enter into good faith discussions and if the matter is not resolved within ten (10) Working Days, the matter shall be resolved in accordance with the Dispute Resolution Procedure.

**7. Title and risk**

- 7.1. Risk in the Stock passes to the Buyer when the Print Deliverables which contain or use the Stock are delivered to the Buyer or, if applicable, upon receipt by the addressees indicated on the Print Request Form.
- 7.2. Title in the Stock shall pass to the Buyer when the Stock is used in respect of the provision of the relevant Print Deliverable.

**8. Payment**

- 8.1. The pricing applicable to the Print Deliverables shall be as calculated in accordance with Call-Off Schedule 5 (Pricing Details) and set out in the Print Request Form.
- 8.2. Invoicing and payment of the Charges in respect of the Print Deliverables shall be in accordance with Clause 4 of the Core Terms.

**9. Obligations on termination**

- 9.1. For the purposes of Call-Off Schedule 10 (Exit Management), on termination of the Contract for any reason, any remaining Stock will be

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considered as a Transferable Asset (as such term is defined in Schedule 10) and treated accordingly.

92. Notwithstanding the Supplier's obligations under Call-Off Schedule 10 (Exit Management), the Supplier shall provide the Buyer with a Stock Report six (6) months before the Expiry Date.

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**Schedule 1   Annex**

Print Request Form

**This Print Request Form may be used as follows:**

- (i) **Sections 1 and 2:** to submit a Print Request (i.e. an order for Print Deliverables that the Buyer wishes to order from the Supplier and that the Supplier will supply using the Stock as relevant); and/or
- (ii) **Sections 1 and 3:** to provide a Forecast (i.e. the Buyer's anticipated ordering requirements during the given time period) to guide the Supplier in its purchase of Stock.

**SECTION 1**

Call-Off Contract reference:	<div style="background-color: black; width: 100px; height: 1.2em; display: inline-block;"></div> (Atamis Reference)
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Buyer:	DHSC/Ambulance Radio Programme
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Supplier:	<b>[Insert name of Supplier]</b>
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Date:	<b>[Insert date of submission of this form]</b>
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**SECTION 2**

Request Number:	<b>[Supplier to assign a Request Number to this Print Request for future reference by both Parties]</b>
-----------------	---

Print Deliverables:	<b>[Insert description of the Print Deliverables including quantity required. If any description, images, examples etc are to be submitted, these can be appended to this form but should be referred to in this section to ensure they are not missed by the Supplier. Include as much detail as possible to ensure clarity as to the exact requirements]</b>
---------------------	--

Price of Print Deliverables:	<b>[Insert price based on Call-Off Schedule 5]</b>
------------------------------	--

Delivery Date(s):	<b>[Insert date for delivery of the Deliverables. If there is more than one Delivery then state the range of dates for delivery]</b>
-------------------	--

Delivery Location:	<b>[Buyer's address as set out in the Contract] OR</b> <b>[Insert other location]</b> <b>OR</b> <b>[Direct mailing in accordance with instructions appended to this Form.]</b> <b>[Delete above as applicable and remove highlighting]</b>
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Special delivery instructions (if any):	<b><i>[Insert any other specific points that need to be considered by the Supplier when delivering the Print Deliverables]</i></b>
<b>SECTION 3</b>	
Time period to which this Forecast applies:	<b><i>[Insert the time period applicable to this Forecast e.g. 6 months commencing on 1 January 2021]</i></b>
Details of projected Buyer requirements:	<b><i>[Insert details of the Print Deliverables the Buyer reasonably believes it will require over the time period given above and for which it will need the Supplier to hold Stock. If any printing is required at this stage, more details can be appended to this Form.]</i></b>
Minimum Quantity (if any):	<b><i>[Insert details of any minimum quantity of Print Deliverables the Buyer agrees to buy within the time period given in the row below]</i></b>
Time limit/period for purchase of Minimum Quantity:	<b><i>[Insert the time limit/period by which the Minimum Quantity is to be ordered. This could be, for example, by a certain date (e.g. by 1 January 2021) or a recurring order (e.g. every year)]</i></b>
<b>This Print Request Form is governed by the terms of the Contract dated [Insert date] between the Buyer and the Supplier. Any definitions used within the Contract are incorporated into this Print Request Form. No other Supplier terms are part of the Contract including any terms written on the back of, added to this Print Request Form, or presented at the time of delivery of any Print Deliverables.</b>	

**Buyer Signatory:**

Signature:

Name:

Role:

Date:



# Framework Schedule 1 (Specification) Annex 6

## Lot 6 Print Services Mandatory Requirements

### 1. Accreditation Requirements

- 1.1. The Supplier shall ensure that they and any Key Subcontractor engaged by the Supplier to deliver the Services in this Lot 6 are compliant with and operate with ISO 9001 accreditation in relation to their quality processes. Where the Supplier holds such accreditations, these must be provided upon Framework award during the Standstill period, and where a Supplier may be working towards these, within 30 days of Framework award.

### 2. Minimum Quality Standards

- 2.1. The Supplier shall ensure that all deliverables supplied shall be fit for purpose and of a quality acceptable to the relevant Buyer. If at any time during the Framework Contract the quality of supply for any of the deliverables are found not to be to the appropriate standard, the Supplier shall provide a substitute item or service acceptable to the relevant Buyer at no additional cost.
- 2.2. Any minimum standard requirements unless otherwise stated by the Buyer shall include (but not be limited to) the following:
  - 2.2.1. Paper and envelope products supplied under this Framework Contract shall meet the mandatory minimum standards set out in the Government Buying Standards. Please visit [gov.uk](https://www.gov.uk) to view the minimum standards;
  - 2.2.2. Paper and all paper products must comply with Timber Procurement Policy (TPP), please visit [gov.uk](https://www.gov.uk) to view this policy;
  - 2.2.3. Any virgin pulp used in manufacture comes from sustainably managed woodlands and that both the virgin pulp and the recycling process is chlorine free;
  - 2.2.4. All inks used in printing shall be free from volatile organic compounds (VOCs) and toxic materials where available;
  - 2.2.5. All timber and wood-derived items for supply or use under this Framework Contract shall comply with the UK government Timber Procurement Policy (TPP) which requires

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only timber and wood-derived products originating from an independently verifiable legal and sustainable source are to be provided in association with this opportunity and appropriate documentation shall be required to prove it via the standards set out on [gov.uk](http://gov.uk); and any successor standards which may supersede TPP during the life time of this Framework Contract.

- 2.3. Where Suppliers are procuring energy using products covered by Article 6 of the Energy Efficiency Directive (2012/27/EU) (EED) to deliver a contract (either wholly or partially) products must be the most energy efficient as set out in part Annex D of the EDD.

### **3. Print Management**

- 3.1. The Supplier shall be able to deliver full end to end print management services. The Buyer will define their requirements during the Call-Off Procedure. This will include but not be limited to:

- 3.1.1. Pre-production services;
- 3.1.2. Bulk printing services;
- 3.1.3. Digital asset management;
- 3.1.4. Finishing services;
- 3.1.5. Print production in a variety of formats (including accessible print);
- 3.1.6. Print materials;
- 3.1.7. Associated scanning / microfiche / shredding services;
- 3.1.8. Print stock management and distribution service;
- 3.1.9. Associated project management services.

- 3.2. The Supplier shall be aware that they will be required to produce a number of printed items the Buyer will define their requirements during the Call-Off Procedure and will include but not be limited to:

- 3.2.1. Instruction booklets;
- 3.2.2. Barcodes/EAN codes;
- 3.2.3. Leaflets/inserts;
- 3.2.4. Labels/stickers;

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- 3.2.5. Signage/posters;
- 3.2.6. Registration cards/receipt cards;
- 3.2.7. Letters.

### **4. Account Management**

- 4.1. The Supplier shall provide the Buyer with access to account management services. The Supplier shall be able to offer two levels of service as detailed below, and the Buyer shall define their requirements during the Call-Off Procedure.
  - 4.1.1. Dedicated account management;
  - 4.1.2. Non-dedicated account management team.
- 4.2. The Supplier shall be aware that where the Buyer has asked for a dedicated account management this is a wholly dedicated resource for the Buyer and the Buyers requirements.
- 4.3. Where the Buyer is requesting a non-dedicated account management team the Supplier shall be aware that this can be a shared resource. However, the Suppliers personnel must have the right skills and expertise to manage the Buyers requirements.

### **5. Pre-production Services**

- 5.1. The Supplier shall provide full pre-production services which shall include but not be limited to:
  - 5.1.1. Proofs, the Buyer shall provide details of the required proofing process during the Call-Off Procedure which may include but not be limited to:
    - 5.1.1.1. Artwork and proofs in a digital format;
    - 5.1.1.2. Hard copy artwork and proofs;
    - 5.1.1.3. Print ready artwork;
    - 5.1.1.4. Artwork ready for online publishing and e-communications;
    - 5.1.1.5. Artwork for online templates;
    - 5.1.1.6. Photograph retouching service;
    - 5.1.1.7. Image research and sourcing services.

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- 5.2. The Supplier shall provide the design, art working and page layout. This shall include, but not be limited to:
  - 5.2.1. Creative page layout service;
  - 5.2.2. Creation and supply of artwork ready for print and digital publishing; which will typically involve the interpretation and application of a Buyer's brand guidelines and retouching services;
  - 5.2.3. Typesetting services; to a pre-agreed style and type specification, as detailed by the Buyer during the Call-Off Procedure, producing a finished document ready for printing and digital publishing;
  - 5.2.4. Copy editing services to include, but not limited to, developing style and formatting copy for print;
  - 5.2.5. Proof reading services in a range of languages;
  - 5.2.6. Offer a translation service for translating documents and audio into alternative languages.
- 5.3. The Supplier shall provide alternative formats as specified by each Buyer during their Call-Off Procedure which may include but not limited to:
  - 5.3.1. Easy read;
  - 5.3.2. Large Print;
  - 5.3.3. Alternative languages;
  - 5.3.4. Audio;
  - 5.3.5. Braille.

### **6. Bulk Printing Services**

- 6.1. The Supplier shall be able to provide a bulk (or mass printing) service which will be defined by the Buyer during the Call-Off Procedure and may include large orders of the same media to be printed in bulk, including but not limited to:
  - 6.1.1. A mass mailing ad campaign;
  - 6.1.2. A high-volume newsletter to be sent to interested parties.

### **7. Digital asset management**

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- 7.1. The Supplier shall provide and manage a digital asset management system. Digital assets may include, but are not limited to:
  - 7.1.1. Photographs;
  - 7.1.2. Artwork templates;
  - 7.1.3. Up to date specifications.
- 7.2. The Supplier shall ensure:
  - 7.2.1. Digital assets are easily accessible by the relevant Buyer organisation, for example be on a secure website that can be easily browsed;
  - 7.2.2. Viewing and selection of assets shall be restricted to individual user access levels, as set out by the Buyer during the Call-Off; Procedure.
  - 7.2.3. Users with access to digital assets have the appropriate level of access, and that access levels are validated and managed;
  - 7.2.4. All digital assets are meta-dated/version controlled to enable the assets to be stored and extracted in a coordinated and controlled way.

## **8. Finishing Services**

- 8.1. The Supplier shall offer the Buyer access to a full range of finishing services including, but not limited to:
  - 8.1.1. Binding including perfect binding;
  - 8.1.2. Saddle stitching;
  - 8.1.3. Wire stitching;
  - 8.1.4. Drilling;
  - 8.1.5. Die cutting;
  - 8.1.6. Folding;
  - 8.1.7. Varnishing;
  - 8.1.8. Laminating;
  - 8.1.9. Trimming;
  - 8.1.10. Creasing;

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8.1.11. Perforation.

**9. Print production in a variety of formats (including accessible print)**

- 9.1. The Supplier shall provide a full range of operational print services using web offset, lithography and digital machinery with varying levels of output from low to high volumes and in a variety of formats to ensure the wide range of Buyer requirements can be met.
- 9.2. Print requirements shall be defined by Buyers during the Call-Off procedure, and include the following categories but are not limited to:
  - 9.2.1. Operational print items; day to day business print items such as No Carbon Required (NCR) pad sets, pads that may be bound in boards, forms, reports, brochures, leaflets, annual reports, business stationery such as compliment slips, business cards, promotional materials, newsletters, and letterheads;
  - 9.2.2. General marketing literature including print items such flyers, magazines, pamphlets, postcards, stickers, brochures, newsletters and promotional materials;
  - 9.2.3. Large format and wide print; on a variety of substrates including but not limited to paper, board, metal, glass, canvas, fabrics and plastic. Examples may include, but are not limited to, billboard style posters and posters for various outdoor media;
  - 9.2.4. Flexographic printing to allow printing on multiple substrates including for example specimen bags;
  - 9.2.5. Signage, (Bespoke signs).

**10. Print Materials**

- 10.1. The Supplier shall source all raw materials required for the printing and finishing process including, but not limited to, paper and board stocks in accordance with the Minimum Quality Standards set out in paragraph 2 (Minimum Quality Standards).
- 10.2. The Supplier shall note that Buyer may have specific paper requirements which will be defined during the Call-Off Procedure and may include but not be limited to:
  - 10.2.1. Virgin;
  - 10.2.2. Recycled stocks.
- 10.3. The Supplier shall supply a full range of envelopes and the facility to provide plain stocks and bespoke or overprinted envelopes in bulk quantities, together with stock holding and stock call-off facilities.

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- 10.4. Envelopes shall meet the Government Buying Standards as set out in Paragraph 2 (Minimum Quality Standards) in all UK standard sizes available including but not limited to:

10.4.1. DL;

10.4.2. C3;

10.4.3. C4;

10.4.4. C5;

10.4.5. C6.

- 10.5. The Supplier shall supply envelopes including, but not limited to:

10.5.1. Manila;

10.5.2. White;

10.5.3. Board backed;

10.5.4. Tear resistant;

10.5.5. Gummed;

10.5.6. Gusseted;

10.5.7. Self-seal;

10.5.8. Jiffy style;

10.5.9. Peel and stick;

10.5.10. Plain;

10.5.11. Windowed;

10.5.12. Wallet;

10.5.13. Packets;

10.5.14. Mailing and filling machine compatible envelopes;

10.5.15. Printed postage impression.

- 10.6. The Supplier shall be able to provide:

10.6.1. Single and full-colour two-sided over printing facilities;

10.6.2. Envelopes to bespoke specifications, including bespoke sizes and materials;

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- 10.6.3. A range of self-seal envelopes with water/vegetable based adhesives;
- 10.6.4. A supply stock storage and management facilities
- 10.7. The Supplier shall provide a wide range of labels and label printing services, including bar-coded labels, as specified by Buyers during the Call–Off Procedure.
- 10.8. The Supplier shall supply a range of standard and bespoke binders, wallets and folders in a range of materials including, but not limited to:
  - 10.8.1. Paper;
  - 10.8.2. Board;
  - 10.8.3. Polyvinyl Chloride (PVC);
  - 10.8.4. Plastics.
- 10.9. The Supplier shall:
  - 10.9.1. Offer printing services including any separators to be inserted into the binders, wallets and folders on a range of substrates including paper, board and plastics;
  - 10.9.2. Source any printed items for insertion into final binders, wallets and folders including the collation of these into the binders, wallets and folders;
  - 10.9.3. Supply services for die cutting and finishing that includes, but is not limited to, creasing, gluing and heat sealing.

## **11. Print Management Associated Services**

### **11.1. Scanning and Microfiche service**

- 11.1.1. The Supplier shall provide a scanning and archive service, including microfiche and be able to:
  - 11.1.1.1. Transfer low to high volume of paper records into digital format documents;
  - 11.1.1.2. If required by Buyers the digital format documents, once converted shall be accessible by the Buyer via an electronic search database for instant retrieval;
  - 11.1.1.3. Scanned documents may need to be saved in both pdf and other contemporary formats, as specified by the Buyer.

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- 11.1.2. Supplier shall be able to record, catalogue or number documents as required by the Buyer.
- 11.1.3. The Supplier shall ensure that they have the necessary tools and process and procedures to be able to accommodate the scanning and microfiche, from a variety of original documents formats for example:
  - 11.1.3.1. Hand written notes;
  - 11.1.3.2. Wallcharts;
  - 11.1.3.3. A5 size documents;
  - 11.1.3.4. A4 size documents;
  - 11.1.3.5. Mono and colour documentation;
  - 11.1.3.6. Bound notebooks;
  - 11.1.3.7. Bound documents may need to be dis-assembled to facilitate scanning, and subsequently re-bound or securely destroyed.

### **11.2. Secure Shredding Service of Confidential Waste (High Security)**

- 11.2.1. The Supplier shall provide a confidential waste disposal service for Buyers, which may be required to be undertaken either at the Supplier or Buyer Sites.
- 11.2.2. The Supplier must operate to the EN 15713:2009 (E) process standard for both all document destruction regardless of where the Service is carried out, and this must be fully incorporated within ISO 9001:2008 approved quality management process.

### **11.3. Print Stock Management and Distribution Service**

- 11.3.1. The Supplier shall provide a print stock management and distribution service for print and print related items.
- 11.3.2. The Supplier will offer flexibility in their approach to accommodate different Buyer's requirements who may require all or part of the service offered by the Supplier. The Supplier shall design appropriate solutions which best meet Buyers' requirements as defined in the Call-Off Procedure.
- 11.3.3. The Supplier shall ensure that this service offering includes:

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- 11.3.3.1. The provision of a scalable warehousing facility for the stocking of all print and print related materials including pick and pack fulfilment and distribution services;
  - 11.3.3.2. The provision of appropriate systems and processes to provide a robust inventory management service for Buyers;
  - 11.3.3.3. A stock management service which includes, pick and pack, storage and call off facilities, a proactive monitoring of stock levels on behalf of Buyers to minimise stock holding and any stock outs, obsolete stock and wastage, by for example monitoring call off pattern;
  - 11.3.3.4. A consignment stock service whereby the Supplier holds stock on behalf of the Buyer. The Supplier shall ensure that the items and the maximum / minimum value of the consignment stock holding is defined as part of the Call-Off Procedure;
  - 11.3.3.5. The provision of print brand management for Buyers where required this is expected to be required for example where multiple end users are calling off branded print items from within a Buyers organisation and applicable brand management is required to ensure the current up to date branding is applied.
- 11.3.4. An online catalogue ordering facility which allows for real time online stock management and distribution the, which must have the capability to provide accurate stock levels and enable Buyers to call off stock in real time on line the on-line system offered shall include the following features:
- 11.3.4.1. Provide accurate stock levels, which are updated with correct stock level information each Working Day;
  - 11.3.4.2. Allow Buyers to call off stock in real time online;
  - 11.3.4.3. Allow the monitoring of minimum stock levels and replacements;
  - 11.3.4.4. Monitor the availability of time sensitive materials;
  - 11.3.4.5. Monitor maximum stock levels to ensure Buyers are not carrying too much value in stock;
  - 11.3.4.6. Down time for planned maintenance of the system shall be agreed in advance with the Buyer;

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11.3.5. The Supplier shall work with Buyers where required to agree optimum stock levels. To ensure best value for money is achieved for Buyers and utilise stocking facilities to stock items only where appropriate, taking into account all the factors relating cost including but not limited to:

11.3.5.1. Stock holding costs;

11.3.5.2. Print on demand cost;

11.3.5.3. Bulk print cost benefits.

# Call-Off Schedule 9 (Security)

## Part A: Short Form Security Requirements

### 1. Definitions

1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

**"Breach of Security"** the occurrence of:

- a) any unauthorised access to or use of the Deliverables, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/or
- b) the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract,

in either case as more particularly set out in the Security Policy where the Buyer has required compliance therewith in accordance with paragraph 2.2;

**"Security Management Plan"** the Supplier's security management plan prepared pursuant to this Schedule, a draft of which has been provided by the Supplier to the Buyer and as updated from time to time.

### 2. Complying with security requirements and updates to them

- 2.1 The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
- 2.2 The Supplier shall comply with the requirements in this Schedule in respect of the Security Management Plan. Where specified by a Buyer that has undertaken a Further Competition it shall also comply with the Security Policy and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy.

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- 2.3 Where the Security Policy applies the Buyer shall notify the Supplier of any changes or proposed changes to the Security Policy.
- 2.4 If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Deliverables it may propose a Variation to the Buyer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall be subject to the Variation Procedure.
- 2.5 Until and/or unless a change to the Charges is agreed by the Buyer pursuant to the Variation Procedure the Supplier shall continue to provide the Deliverables in accordance with its existing obligations.

**3. Security Standards**

- 3.1 The Supplier acknowledges that the Buyer places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on security.
- 3.2 The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security which:
  - 3.2.1 is in accordance with the Law and this Contract;
  - 3.2.2 as a minimum demonstrates Good Industry Practice;
  - 3.2.3 meets any specific security threats of immediate relevance to the Deliverables and/or the Government Data; and
  - 3.2.4 where specified by the Buyer in accordance with paragraph 2.2 complies with the Security Policy and the ICT Policy.
- 3.3 The references to standards, guidance and policies contained or set out in Paragraph 3.2 shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
- 3.4 In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Buyer's Representative of such inconsistency immediately upon becoming aware of the same, and the Buyer's Representative shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.

**4. Security Management Plan****4.1 Introduction**

- 4.1.1 The Supplier shall develop and maintain a Security Management Plan in accordance with this Schedule. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.

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**4.2 Content of the Security Management Plan****4.2.1 The Security Management Plan shall:**

- a) comply with the principles of security set out in Paragraph 3 and any other provisions of this Contract relevant to security;
- b) identify the necessary delegated organisational roles for those responsible for ensuring it is complied with by the Supplier;
- c) detail the process for managing any security risks from Subcontractors and third parties authorised by the Buyer with access to the Deliverables, processes associated with the provision of the Deliverables, the Buyer Premises, the Sites and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
- d) be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Buyer Premises, the Sites, and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
- e) set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Deliverables and all processes associated with the provision of the Goods and/or Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Deliverables comply with the provisions of this Contract;
- f) set out the plans for transitioning all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Contract and, where necessary in accordance with paragraph 2.2 the Security Policy; and
- g) be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Buyer engaged in the provision of the Deliverables and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this Schedule.

**4.3 Development of the Security Management Plan**

- 4.3.1 Within twenty (20) Working Days after the Start Date and in accordance with Paragraph 4.4, the Supplier shall prepare and deliver to the Buyer for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.

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- 4.3.2 If the Security Management Plan submitted to the Buyer in accordance with Paragraph 4.3.1, or any subsequent revision to it in accordance with Paragraph 4.4, is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Schedule. If the Security Management Plan is not Approved, the Supplier shall amend it within ten (10) Working Days of a notice of non-approval from the Buyer and re-submit to the Buyer for Approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of its first submission to the Buyer. If the Buyer does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the Dispute Resolution Procedure.
- 4.3.3 The Buyer shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to Paragraph 4.3.2. However a refusal by the Buyer to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in Paragraph 4.2 shall be deemed to be reasonable.
- 4.3.4 Approval by the Buyer of the Security Management Plan pursuant to Paragraph 4.3.2 or of any change to the Security Management Plan in accordance with Paragraph 4.4 shall not relieve the Supplier of its obligations under this Schedule.

**4.4 Amendment of the Security Management Plan**

- 4.4.1 The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:
- a) emerging changes in Good Industry Practice;
  - b) any change or proposed change to the Deliverables and/or associated processes;
  - c) where necessary in accordance with paragraph 2.2, any change to the Security Policy;
  - d) any new perceived or changed security threats; and
  - e) any reasonable change in requirements requested by the Buyer.
- 4.4.2 The Supplier shall provide the Buyer with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Buyer. The results of the review shall include, without limitation:
- a) suggested improvements to the effectiveness of the Security Management Plan;
  - b) updates to the risk assessments; and
  - c) suggested improvements in measuring the effectiveness of controls.

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- 4.4.3 Subject to Paragraph 4.4.4, any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with Paragraph 4.4.1, a request by the Buyer or otherwise) shall be subject to the Variation Procedure.
- 4.4.4 The Buyer may, acting reasonably, Approve and require changes or amendments to the Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

**5. Security breach**

- 5.1 Either Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.
- 5.2 Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph 5.1, the Supplier shall:
  - 5.2.1 immediately take all reasonable steps (which shall include any action or changes reasonably required by the Buyer) necessary to:
    - a) minimise the extent of actual or potential harm caused by any Breach of Security;
    - b) remedy such Breach of Security to the extent possible and protect the integrity of the Buyer and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
    - c) prevent an equivalent breach in the future exploiting the same cause failure; and
    - d) as soon as reasonably practicable provide to the Buyer, where the Buyer so requests, full details (using the reporting mechanism defined by the Security Management Plan) of the Breach of Security or attempted Breach of Security, including a cause analysis where required by the Buyer.
- 5.3 In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security Policy (where relevant in accordance with paragraph 2.2) or the requirements of this Schedule, then any required change to the Security Management Plan shall be at no cost to the Buyer.

## **Joint Schedule 5 (Corporate Social Responsibility)**

### **1. What we expect from our Suppliers**

- 1.1 In September 2017, HM Government published a Supplier Code of Conduct setting out the standards and behaviours expected of suppliers who work with government.  
([https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/646497/2017-09-13\\_Official\\_Sensitive\\_Supplier\\_Code\\_of\\_Conduct\\_September\\_2017.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/646497/2017-09-13_Official_Sensitive_Supplier_Code_of_Conduct_September_2017.pdf))
- 1.2 CCS expects its suppliers and subcontractors to meet the standards set out in that Code. In addition, CCS expects its suppliers and subcontractors to comply with the standards set out in this Schedule.
- 1.3 The Supplier acknowledges that the Buyer may have additional requirements in relation to corporate social responsibility. The Buyer expects that the Supplier and its Subcontractors will comply with such corporate social responsibility requirements as the Buyer may notify to the Supplier from time to time.

### **2. Equality and Accessibility**

- 2.1 In addition to legal obligations, the Supplier shall support CCS and the Buyer in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010 by ensuring that it fulfils its obligations under each Contract in a way that seeks to:

2.1.1 eliminate discrimination, harassment or victimisation of any kind; and

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- 2.1.2 advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

**3. Modern Slavery, Child Labour and Inhumane Treatment**

**"Modern Slavery Helpline"** means the mechanism for reporting suspicion, seeking help or advice and information on the subject of modern slavery available online at <https://www.modernslaveryhelpline.org/report> or by telephone on 08000 121 700.

**3.1 The Supplier:**

- 3.1.1 shall not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour;
- 3.1.2 shall not require any Supplier Staff or Subcontractor Staff to lodge deposits or identify papers with the Employer and shall be free to leave their employer after reasonable notice;
- 3.1.3 warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world.
- 3.1.4 warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offenses anywhere around the world.
- 3.1.5 shall make reasonable enquires to ensure that its officers, employees and Subcontractors have not been convicted of slavery or human trafficking offenses anywhere around the world.
- 3.1.6 shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act and include in its contracts with its Subcontractors anti-slavery and human trafficking provisions;

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- 3.1.7 shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;
- 3.1.8 shall prepare and deliver to CCS, an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business with its annual certification of compliance with Paragraph 3;
- 3.1.9 shall not use, nor allow its employees or Subcontractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors;
- 3.1.10 shall not use or allow child or slave labour to be used by its Subcontractors;
- 3.1.11 shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to CCS, the Buyer and Modern Slavery Helpline.

**4. Income Security****4.1 The Supplier shall:**

- 4.1.1 ensure that that all wages and benefits paid for a standard working week meet, at a minimum, national legal standards in the country of employment;
- 4.1.2 ensure that all Supplier Staff are provided with written and understandable Information about their employment conditions in respect of wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid;

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4.1.3 not make deductions from wages:

- (a) as a disciplinary measure
- (b) except where permitted by law; or
- (c) without expressed permission of the worker concerned;

4.1.4 record all disciplinary measures taken against Supplier Staff;  
and

4.1.5 ensure that Supplier Staff are engaged under a recognised  
employment relationship established through national law and  
practice.

## **5. Working Hours**

5.1 The Supplier shall:

- 5.1.1 ensure that the working hours of Supplier Staff comply with  
national laws, and any collective agreements;
- 5.1.2 that the working hours of Supplier Staff, excluding overtime,  
shall be defined by contract, and shall not exceed 48 hours  
per week unless the individual has agreed in writing;

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5.1.3 ensure that use of overtime used responsibly, taking into account:

- (a) the extent;
- (b) frequency; and
- (c) hours worked;

by individuals and by the Supplier Staff as a whole;

5.2 The total hours worked in any seven day period shall not exceed 60 hours, except where covered by Paragraph 5.3 below.

5.3 Working hours may exceed 60 hours in any seven day period only in exceptional circumstances where all of the following are met:

5.3.1 this is allowed by national law;

5.3.2 this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce;

appropriate safeguards are taken to protect the workers' health and safety; and

5.3.3 the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.

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- 5.4 All Supplier Staff shall be provided with at least one (1) day off in every seven (7) day period or, where allowed by national law, two (2) days off in every fourteen (14) day period.

## **6. Sustainability**

- 6.1 The supplier shall meet the applicable Government Buying Standards applicable to Deliverables which can be found online at:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>